

## **Health and Disease Management Team**

Staff recommends that CalPERS establish a Health and Disease Management Team to perform clinical health and disease management oversight for each plan; the PPO plans, the network HMO plans, and the staff model HMO plan.

### **Division Chief (1):**

- Direct the overall administration of the Health and Disease Management Team for CalPERS.
- Provide expert clinical and administrative policy direction.
- Participate in strategic planning for the Health Benefits Branch.

### **Medical Program Consultant (1):**

- Strategically lead the clinical program.
- Manage the three Health Plan Teams to support process improvements and strategic activities for each plan, resulting in consistent programs and reporting across all plans.
- Foster a collaborative team approach among the clinical staff, other units in CalPERS and the Health Benefits Branch, and the health plans.
- Designate one of the three Medical Consultant II's or unit managers to focus on Strategy, operations, or data analytics along with oversight of their assigned plan
- Report to Executives and the Board of Administration regarding the programs.
- Establish metrics to evaluate performance and outcomes in accordance with Disease management Association of America (DMAA) methodology.

### **Health Program Manager III (1):**

- Provide policy and programs, operational leadership and management to the three Health Plan Teams and integrate with other CalPERS functional areas.

Each Health Plan Team will accomplish the following for each of the plan's health and disease management programs within their distinctive health plan models:

- Conduct periodic evaluations of plan population characteristics and health and disease management programs to assess performance, increase engagement, identify gaps and improve performance.
- Develop contract language to assure accountability and consistency across plans and coordinate implementation with the contract units.
- Require consistent reporting across plans.
- Meet monthly and quarterly with the plans to evaluate and improve health and disease management programs.
- Analyze data to assess clinical and financial impact of programs.

Staffing for each team will include:

### **Medical Consultant II (2):**

- Provide medical and data analytic expertise for the team

- Serve as the subject matter expert on disease prevalence in chronic and high cost conditions, Chronic Obstructive Pulmonary Disease (COPD), Carotid Artery Disease (CAD), asthma and diabetes.

**Health Program Manager or Nurse Consultant III (Supervisor) (3):**

- Provide operational leadership for the unit by planning, organizing, directing, and supervising the work of a staff of nurses and other professionals to manage health and disease management programs.
- Establish an annual calendar of meetings with each plan to focus on improvement strategies and evaluate program performance metrics
- Interface with constituent groups and other units in CalPERS.
- Directly supervise the following staff within their Health Plan Team:

**Nurse Consultant I/II (3):**

- Assist in developing procedures and standards and evaluating plan disease management programs
- Identify areas of improvement and work with the Medical Consultant and other unit staff to address these.
- Collaborate with physician and other health care team members to evaluate disease processes and treatment modalities.
- Evaluate communications for the plan's programs to assure consistency.
- Interface with constituent groups

**Nurse Evaluator III/IV (3):**

- Participate in the development of standardized procedures and assist with periodic evaluations of plan health and disease management programs
- Assess clinical performance measures for disease management programs

**Nurse Evaluator II/III (3):**

- Assist with periodic evaluations of clinical health plan programs
- Assess clinical performance measures for the health risk assessment program

**Research Program Specialist I/II (3):**

- Conduct data analysis of health plan performance measures, develop studies and reports.
- Conduct data analysis of financial outcome measures.
- Extract data and analyze prevalence and high cost conditions.

**Health Analyst (3):**

- Track the plan's performance
- Assist the Research Program Specialist in data analysis
- Review trends for financial impact and changes between program periods.

In addition, there will be a group of medical and pharmaceutical professionals and support staff under the management of the Medical Program Consultant who will provide additional clinical expertise to the Health Plan Teams:

**Consulting Optometrist (1):**

- Interpret data, advise, and consult with the clinical team regarding ocular pathology and health plan performance in providing needed vision services.
- Work with the clinical team, health plans, and members to develop and implement strategies to assure that diabetics receive needed vision care.

**Podiatric Consultant (1):**

- Evaluate and interpret data on prevalence of foot pathology in CalPERS diabetic members
- Work with the clinical team, health plans, and members to assure that diabetics receive needed foot exams.

**Pharmacy Program Consultant (1):**

- Oversee, manage, and evaluate pharmacy claims data related to disease management to identify issues related to drug compliance trends, drug-disease interactions, and side effects of medications.

**Nurse Consultant III (Specialist) (1):**

- Provide technical expertise in clinical performance measurement and reporting, develop, plan, organize, coordinate, implement and evaluate the nursing and related components of health and disease management programs, provide professional guidance to other nursing staff, and do other related work.

**Senior Health Actuary (1):**

- Identify total medical claims expenses, total membership, trended baselines, costs of high intensity, standard intensity, and untreated versus actual treated members, and utilization impact of programs.
- Report to the Board on the financial impact of the programs.

**Executive Secretary (2):**

- Provide administrative and clerical support to the Division Chief and Medical Program Consultant.

**Office Technician (4):**

- Provide clerical support to Health and Disease Management Team.